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Troubleshooting Guide for Nparcel Portal & Signature Pad

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Error Message / Issue	**Cause**	**Solution**
After scanning Barcode or entering Connote number, fields of "Name", "ID Type", and "ID#" are still grey and information can't be filled in the fields.	Job Details have not been triggered.	After scanning or manually entering, then press "Enter" on the keyboard.
Job Details appear fine, but has no customer name and address.	Customer has utilised manual consignment notes so customer data didn't enter Toll systems automatically and therefore it didn't flow through to Nparcel system.	If customer name on the photo ID match with the information on the parcel, process as normal.
"*Processing*" then "*Transmission has failed due to internet traffic issue. Please try again"*	Internet traffic/connection issue.	Check if the other activity can be performed on the internet. Refresh the browser and try processing again.
Message of "*Processing*" keeps coming up while other internet activities are normal.	Internet has been temporarily storing information in the PC and the space got overloaded.	Clean the cache (cookies, etc). Click on the link below for instructions: http://www.refreshyourcache.com/en/ie8/

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When logging in, message appears: "*The Toll Collection Point Portal website requires Microsoft Internet Explorer web browser only….*"	The signature pad only works on Internet Explorer and a different web browser is currently in use.	Always open the portal using Internet Explorer web browser.
After clicking on "Capture Signature" button, error message displayed: *"The signature pad is either not plugged in, faulty, or faulty USB/Connection on your PC. Please check that your pad is correctly plugged in. If problem persists, please contact Support (error code 103)."*	The signature pad is not plugged in, or the connection between the signature pad and the computer is loose or the signature pad is faulty.	Unplug the signature pad from the PC and plug it in again. However please be mindful that you should not do this often as the devise is sensitive and may break down. Ensure that the cable is lined up correctly on the signature pad USB socket. Insert the cable gently. The cable should go in smoothly and there should not be much resistance. It the same message comes up, please contact Nparcel.
After clicking on "Capture Signature" button, error message displayed: *"Please perform following checks:* *1. Are you using Internet Explorer version 7 or higher?* *2. Is Active X enabled in Internet Explorer?* *3. The signature pad is either not plugged in, faulty, or faulty USB/Connection on your PC.* *If problem persists, please contact Support (error code Exception)."*	Possible cause: • Signature Pad drivers may not be installed. • Active X is not enabled. • The signature pad only works on Internet Explorer V7 or higher.	• Install drivers for Wacom Signature pad. • Enable Active X. Click on the link below for instructions: • Clean the cache (cookies, etc) Otherwise please contact Nparcel for support.